

**Department of Information Services
CUSTOMER ADVISORY BOARD**

**March 27, 2000
Meeting Minutes**

Members Present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Mike Almvig, Association of County/City Information Services
Brian Backus, Office of the Administrator for the Courts
Al Bloomberg, Department of Natural Resources
Jim Eby, Department of Fish and Wildlife
Dan Fannin, Center for Information Services
Mike Frost, Office of the State Treasurer
Phil Grigg, Department of General Administration
Andy Hill, Office of the Attorney General
Dennis Jones, Office of Financial Management
Robert Lanouette, Department of Labor and Industries
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Tom Neitzel, Health Care Authority
Dan Parsons, Washington State Patrol
Herb Potter, Department of Agriculture
Don Price, Department of Corrections
Niela Rasmussen, Department of Revenue
Susie Smith, State Auditor's Office**

DIS Staff present:

**Steve Kolodney, Director
Mike Curtright, Computer Services Division
Mike McVicker, Telecommunication Services Division
Lance Calisch, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dennis Hausman, Management & Oversight of Strategic Technologies
David Koch, Management & Oversight of Strategic Technologies
Joe McGavick, R & G Associates
Paul Piper, Management & Oversight of Strategic Technologies
John Saunders, E-Commerce
Kathleen White, Communications**

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Recognition was made by Chair, Thomas Bynum, to three distinguished managers: Mike McVicker, John Saunders, and Shelagh Taylor.

SUB-COMMITTEE REPORTS

Infrastructure - Phil Grigg

Mr. Grigg thanked Mike McVicker for the outstanding job he has done and turned the floor over to him. Mr. McVicker presented a status report on Windows 2000 Server Pilot project. The project is on schedule for an end of April completion date. Project documents completed and posted during March include:

- Windows 2000 Namespace Architectural Guidelines
- Windows 2000 Test Plan
- Detailed Testing Task List
- Windows 2000 Interconnectivity Guidelines
- “How to Make Your Clients Active Directory Enabled”
- Server Infrastructure Requirements

The Windows 2000 Pilot Test Forest includes: DIS, DOL, DFI, DSHS, and OFM. It is up and running and being managed by Mike McVicker and Jeff Sprehn. Other agencies are encouraged to participate with the only requirement being a Windows 2000 license.

Department of Information Services and Office of Financial Management are putting together a new service offering. A TAAG user-interface group has been launched. The E-forms sub-committee, headed by Paul Piper, will be sharing their project scope at the next meeting. Paul said there is an excellent turnout of participants. The group did a roundtable discussion on form ideas. This allows both agency and enterprise folks to easily access/use forms. Currently under development are the guidelines and statements for use to provide information about how to use the various e-forms. An updated E-forms list was requested for distribution to the CAB.

Technical Architecture – John Saunders

URL – Access/wa/gov/e-gov

Several areas were discussed:

- User-interface guidelines are complete and received the recommended status by the steering committee
- Authentication Access – the privacy policy is being reviewed by the steering committee on April 6. The attorney general’s office has been contacted to assist with boilerplates for the contracts.
- User IDs and passwords are being discussed at the 3:00 meeting, Thursday at L&I.

Portfolio Management Update – Paul Taylor

The Security Policy is being re-developed. R & G Associate Jeff Scheel is working with the TAAG, ACCIS, and a CAB sub-group.

Erika Lim provided a handout of the Investment Standards. The document includes comments and edits made by the sub-group. She also asked the CAB to send any comments to her at: erikal@dis.wa.gov.

Paul Taylor also said there are currently twenty-four portfolios in the process, with 4 in final draft. This number seems to be growing. Paul also congratulated the agencies participating for their accomplishments.

At the last meeting, there were questions made in regard to the Piracy Executive Order. The Executive Policy group and the legal department are currently reviewing the order, and hope to have it finalized soon.

The Policy website has recently been restructured, thanks to customer input, and the destination is now fewer clicks away. The current site address is: www.gov/dis/portfolio.

CAB Role in the Government Performance Project – Erika Lim

Erika Lim provided handouts to the group. She made a request to the group for any help and ideas they might offer. The information currently exists of a large pool of raw material. She directed the group to page 3, items 4, 5 or 6. Also requested that if there were questions, or projects to add, let your consultants know or email the information to Andy Hix at: andyh@dis.wa.gov. Paul Taylor added to the importance of submitting any questions and/or remarks and also emphasized submitting ‘sleepers’ because they can be very useful.

Secretary of State’s Proposed Amendments on Electronic Imaging – Paul Taylor

Paul Taylor provided a memo from the Secretary of State, on the subject of ‘Amendments to Regulation on Electronic Imaging Systems.’ Jim Reitz, DRS, said there wasn’t any grandfather clause. Andy Hix will be collecting comments and would like them before August 15th.

Academy Symposium/Digital Government

A half-day overview on essential elements of Digital Government is planned for April 17th.

Online IT Training (SmartForce) Update – Carol Wozniak

Carol Wozniak provided handouts providing an overview of the most popular services offered as well as instructions for first time users – Training Setup and Registration. The question was asked whether somebody not completing a course would count against the class enrollment and to that, Carol answered that it does *not* count against the enrollment. A question of program/file security came up in regard to outsiders having access to agency information and Carol explained that the security has, indeed, been tightened.

New Business

Phil Grigg suggested the CAB distribution list be added to the exchange server for all to use. Mike McVicker said the ITMA document was released today.

Forum 2000 is being held on May 23-24, 2000, at St. Martins College in Lacey. This year’s Forum theme is “e-Government: Services on Demand.” Steve Kolodney and Christine Gregoire are both scheduled speakers. Remember to add the date to your calendars.

Meeting adjourned. Next meeting April 24, 2000.